ZENworks Linux Management
Version 6.5 Release Notes

These are the release notes for version 6.5 of ZENworks Linux Management, last updated on June 3rd 2004.

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APPENDIX A: Notes on Oracle 9i support

1. Platform Support

The following platforms are supported with this release. Please review the ZLM Administrator Guide for information about OS installation and base configuration.

- ZLM Server is available on (Intel x86) [1]:
  - SUSE Linux Enterprise Server (SLES) 8 SP3 [2]
  - Red Hat Linux versions 7.3 and 9 [3]
  - Red Hat Enterprise Linux 2.1 AS
  - Red Hat Enterprise Linux 3 AS and ES

- ZLM Server Web UI is supported with:
  - Mozilla 1.4 or higher, and Mozilla 1.4 based browsers.
  - Microsoft Internet Explorer 6

- ZLM Cache is available on (Intel x86):
  - Red Hat Linux 9

1 We recommend that you update your chosen platform with the latest errata.
2 Requires SLES 8 SP3 installed. If you have trouble installing SP3 and the kernel errata please contact technical support.
3 There are known issues with older glibc versions on Red Hat 9 – We recommend that you update to the latest version.

        - Red Hat Enterprise Linux 3 WS

- Red Carpet GUI Clients are available on (Intel x86):
        - SUSE SLD 1.0 and SUSE Linux versions 8.2, 9.0 and 9.1
        - Red Hat Linux versions 7.3, 8.0 and 9
        - Fedora 1.0
        - Red Hat Enterprise Linux 3 AS, ES and WS
        - Mandrake Linux versions 9.1 and 9.2

- Red Carpet Command Line Clients are available on (Intel x86):
        - SUSE SLD 1.0 and SUSE Linux versions 8.2, 9.0 and 9.1
        - SUSE Linux Enterprise Server (SLES) 8
        - Red Hat Linux versions 7.2, 7.3, 8.0 and 9
        - Fedora 1.0
        - Red Hat Enterprise Linux 2.1 AS, ES and WS
        - Red Hat Enterprise Linux 3 AS, ES and WS
        - Mandrake Linux versions 9.1 and 9.2

- Red Carpet Command Line Clients are also available on:
        - SUSE SLES 8 on the IBM pSeries, iSeries and zSeries
        - Solaris 8 (SPARC)

2. New features and bug fixes in ZLM Server 6.5

No new features were added in this release. This release is a re-branding of RCE 2.2 to ZENworks 6.5 Linux Management.

The following is the list of bugs fixed since RCE version 2.2:

In addition to the bugs listed below, other bug fixes/improvements were made with respect to the documentation.

58530	Adding news with summaries greater than 251 characters generated a Database Error
58948	Improvements made to the way packageinfo.xml.gz is generated in the package repository.
59059	Packages in the package repository will now be named <name>-[<epoch>:]<version>-<release>.<arch>.rpm regardless of their previous filesystem handle in order to guarantee uniqueness of filename within the repository.
58957	Allow the ability to use a remote PostgreSQL database server.
59137	rcd logrotate script was not functional.
59002	Searching within reports would list Machines that were not a part of that transaction.
58393	Documentation incorrectly referred to previously supported Debian packaging.
58033	Remove the Magic Proxy functionality from the Web UI's Server section.
59050	Searching packages in the channels section of the Web UI generated page navigation links which ignored search parameters.
58668	“rcmirror” now respects the –force-upgrade flag of servers it mirrors from.

3. Installing ZLM Server 6.5

Please refer to the ZLM 6.5 Administrator Guide for full installation instructions. The ZLM 6.5 software can be installed from the provided CD or the ISO image.

- **Note:** The ZLM 6.5 software channels are **zenworks65** and **redcarpet2** for the server software and client software respectively. Additional dependencies may be obtained from the Linux distribution channel. Client packages are also available from the FTP site **ftp://ftp.ximian.com/pub/redcarpet2** (also accessible via HTTP at **http://ftp.ximian.com/pub/redcarpet2**).

- **Note:** Red Carpet works with standard HTTP and HTTPS proxies with basic or digest authentication. Today it does not support the SOCKS proxy protocol nor NTLM based authentication.

- **Note:** Red Carpet client versions 1.4.5 do not work with the ZLM 6.5 server. It is recommended that the clients are upgraded before upgrading the server. Upgrade instructions are listed in Section 5 of this document.

- **Note:** The Red Carpet GUI client version 2.2.x is required for operation with the Red Carpet client daemon version 2.2.0.

- **Note:** If you are using Red Hat Enterprise Linux 3, and wish to use an Oracle database, please refer to Appendix A of this document for tips on getting Oracle installed on RHEL 3, and the ZLM Administrator's Guide for ZLM Server configuration with Oracle.

3.1 Installing ZLM from the CD:

These instructions provide information on installing from the ZLM 6.5 CD. Please make sure you have the Server Key file available on your system prior to running the installation program. An Activation Key is required for this install when the network option is enabled (Answering yes to “Do you wish to use Red Carpet Express to install online?” enables the network option).

Note: The CD ships with a evaluation Server Key, if no “server.key” file is specified then the evaluation key is used.

- Insert the ZLM Server CD into the system on which the ZLM Server will be installed

- As the **root** user, run the command:

  mount /mnt/cdrom (on Red Hat Linux distributions)

  or

  mount /media/cdrom (on SUSE Linux distributions)

- Now enter the commands:

  cd /mnt/cdrom or *cd /media/cdrom*

  and then

  ./rce-install

  Follow the instructions that are displayed.

3.2 Installing from the Red Carpet Express Servers:

To install from the Red Carpet Express service, you will first need to download and install the Red Carpet client packages. Make sure you have the Server Key file available on your system. Also make sure you have your Activation Key for ZLM version 6.5.

A. If you have already installed **rug** and **rcd** on your server system, update them with the following commands:

rug act <activation key> <email address>

rug sub redcarpet2 zenworks65

rug in rug rcd rcd-modules

- Restart the client with the following command:

  /etc/init.d/rcd restart

- Install the ZLM Server packages:

  rug install -u zlm-server zlm-server-cli zlm-mirror

- Place the Server Key file in the directory "/etc/ximian/rcserver" with the file name "server.key". Make sure the file is world readable.

- As this is a new install, it is necessary to initialize the server as follows:

  rce-init -U <email address> -P <password> -R <real name>

Your server is now ready to be administered with the web interface, or on the command line with the **rcman** tool. Using a browser, verify that you can login to the ZLM Administrative web interface on the ZLM Server.

B. If you have not already installed the Red Carpet clients, then you must install them:

- Download the Red Carpet client packages for your server's Linux platform.

  You will need three packages: **rcd-2.2.x**, **rug-2.2.x**, and **rcd-modules-2.2.x**. The packages are available on the Ximian FTP server at **ftp://ftp.ximian.com/pub/redcarpet2** (also accessible via HTTP at http://ftp.ximian.com/pub/redcarpet2).

- Install the packages using the command:

  ```
  rpm -Uvh <path-to-packages>
  ```

- Once you have installed the Red Carpet client software, start the client daemon with the command:

  ```
  /etc/init.d/rcd start
  ```

- Check that you have installed the correct version of the Red Carpet client:

  ```
  rug ping
  ```

- Verify that the client is pointed to the correct service:

  ```
  rug service-list
  ```

  This should list the service URI:

  "https://web-bos-ma-us.rc.ximian.com"

- Otherwise add the service as follows:

  ```
  rug service-add https://web-bos-ma-us.rc.ximian.com
  ```

- Activate your client to obtain the necessary software channels. You can do this by using the Activation Key provided along with you license key file:

  ```
  rug activate <activation key> <email address>
  ```

- View available channels, and check that your activation key allows you see the **zenworks65** and **redcarpet2** channels:

  ```
  rug channels
  ```

- Subscribe to the **zenworks65** and **redcarpet2** channels:

  ```
  rug subscribe zenworks65 redcarpet2
  ```

- Install the ZLM Server packages:

  ```
  rug install -u zlm-server zlm-server-cli zlm-mirror
  ```

- Place the Server Key file in the directory "/etc/ximian/rcserver" with the file name "server.key". Make sure the file is world readable.

- As this is a new install, initialize the server:

  ```
  rce-init -U <email address> -P <password> -R <real name>
  ```

Your server is now ready to be administered with the web interface, or on the command line with the **rcman** tool. Using a browser, verify that you can login to the ZLM Administrative web interface on the ZLM Server.

4. Upgrading from RCE 2.2 to ZLM 6.5

Note that there are no database changes and the upgrade utility should NOT be run as a part of the version upgrade.

- Become the root user:

  ```
  su - root
  ```

- Stop your web server to prevent access whilst upgrading by running the following commands:

  ```
  /etc/init.d/httpd stop
  ```
  OR
  ```
  /etc/init.d/apache2 stop (on SUSE SLES 8)
  ```

- Stop the RCE **rcq-runner** service with the following command:

  ```
  /etc/init.d/rcq-runner stop
  ```

- Upgrade your current **rcserver** installation to **zlm-server** from the ZLM 6.5 CD (See section 3.1), or from the **zenworks65** channel on the Red Carpet Express service.

- Start the ZLM **rcq-runner** service with the following command:

  ```
  /etc/init.d/rcq-runner start
  ```

- Start your web server to allow access by running the following commands:

  ```
  /etc/init.d/httpd start
  ```
  OR
  ```
  /etc/init.d/apache2 start (on SUSE SLES 8)
  ```

5. Upgrading from RCE 2.0.x to ZLM 6.5

Some database changes in the ZLM Server version 6.5 require that the user upgrade the RCE Server version 2.0.x installation by running the **rce-upgrade** utility. Please follow the steps listed below:

4.1 Upgrading with a Postgres SQL database

- Become the root user:

```
su - root
```

- Stop your web server to prevent access whilst upgrading your database by running the following commands:

```
/etc/init.d/httpd stop
```
OR
```
/etc/init.d/apache2 stop (on SUSE SLES 8)
```

- Stop the RCE **rcq-runner** service with the following command:

```
/etc/init.d/rcq-runner stop
```

- Upgrade your **rcserver** installation to **zlm-server** from the ZLM 6.5 CD (See Section 3.1), or from the **zenworks65** channel on the Red Carpet Express service (See Section 3.2).

- Upgrade the RCE database by running the following command:

```
rce-upgrade
```

- Upgrade configuration files by running **rce-init** with the **-c** option:

```
rce-init -c
```

- Restart the web server and the **rcq-runner** process by running the following commands:

```
/etc/init.d/httpd start
```
OR
```
/etc/init.d/apache2 start (on SUSE SLES 8)

/etc/init.d/rcq-runner restart
```

4.2 Upgrading with an Oracle database

Review the upgrade process with your Oracle DBA. Then have your DBA read the "**/usr/share/rcserver/schema-upgrade.sql"** script to determine what changes need to be made for your system.

- Become the root user:

  ```
  su - root
  ```

- Stop your web server to prevent access whilst upgrading your database using the following command:

  ```
  /etc/init.d/httpd stop
  ```

- Stop the RCE **rcq-runner** service with the following command:

  ```
  /etc/init.d/rcq-runner stop
  ```

- Upgrade your rcserver install to zlm-server from the ZLM 6.5 CD (See Section 3.1), or from the **zenworks65** channel on the Red Carpet Express service (See Section 3.2).

- Become the Oracle user:

  ```
  su - oracle
  ```

- Run the SQL*Plus command line utility, and log into your database:

  ```
  sqlplus <user>@<database>/<password>
  ```

- Run the upgrade script:

  ```
  @/usr/share/rcserver/schema-upgrade.sql
  ```

  OR

  ```
  @<path to script>
  ```

- Become the root user:

  ```
  su - root
  ```

- Upgrade configuration files by running **rce-init** with the **-c** option:

  ```
  rce-init -c
  ```

- Restart the web server and the **rcq-runner** process by running the following commands:

  ```
  /etc/init.d/httpd start

  /etc/init.d/rcq-runner start
  ```

6. Upgrading from RCE 1.4.x to ZLM 6.5

The upgrade from Red Carpet 1.4.x has a number of steps, and is not as simple as the install process. Be sure to read all the steps before you begin.

Note: Due to incompatibilities between ZLM Server version 6.5 and RCE clients version 1.4.x, you should upgrade your clients before upgrading your server. By first upgrading your clients, you can use the RCE 1.4.x Instapull feature. If you do not, you must later upgrade each client individually.

Note: Due to database format incompatibilities between PostgreSQL 7.2 and PostgreSQL 7.3, the database must be dumped and reloaded.

Note: The upgrade will only work from RCE Server versions 1.4.3 and 1.4.4. If you are running RCE Server 1.4.2 or earlier, upgrade to RCE Server 1.4.4 before upgrading to ZLM 6.5.

Note: Autopull sessions and Report History cannot be carried over to ZLM 6.5. Transactions and reports are significantly more powerful in the new version, and the differences make importing unfeasible.

To upgrade from Red Carpet Enterprise Server 1.4.x to ZENworks Linux Management Server 6.5:

Step 1: Upgrade client systems from version 1.4.x to version 2.2.0.

- Add the RCE version 2.2.0 client packages to a software channel on your RCE version 1.4.x server. Install the 2.2.0 rug, rcd, and rcd-modules packages on your client systems. You can use the Instapull feature on your RCE 1.4.x server to do so.

  The client packages are available from the Ximian FTP server, or from your ZLM 6.5 CD. Note that the existing RCE 1.4.x rcd-autopull package is obsolete and will be removed during the upgrade process.

- **Do NOT restart the client daemons until after you have finished upgrading the server.**

Step 2: Backup the RCE Server database

- Verify that there is sufficient space on the file system containing the PostgreSQL database to perform the upgrade. You can check your PostgreSQL database size by running the command:

  ```
  du -sH /var/lib/pgsql/data
  ```

You will need twice the space of your current database. For example: if the current data directory is 50 MB, be sure that there is at least an additional 100MB of disk space available on the ZLM Server's PostgreSQL database file system.

- Back up your system database by running the following commands as the root user:

```
pg_dump -R -U rcadmin rcserver > /root/rce-server-14-db-dump.pg

pg_dump -R -U rcadmin rcserver-logs > /root/rce-logs-14-dump.pg
```

- Stop the PostgreSQL server:

```
/etc/init.d/postgresql stop
```

- Move the old PostgreSQL database out of the way:

```
mv /var/lib/pgsql/data /var/lib/pgsql/data-postgres-72x
```

Step 3: Upgrade to the ZLM Server version 6.5 packages:

- Use the ZLM 6.5 CD to upgrade the server packages (See Section 3.1)

OR

Upgrade from the Red Carpet Express service (See Section 3.2)

Step 4: Once the ZLM 6.5 server packages are installed, run the database upgrade process.

- Run the database initialization script as shown:

```
/usr/sbin/rce-init -f
```

- Run the upgrade script with the database dump:

```
/usr/sbin/rce-upgrade /root/rce-server-14-db-dump.pg
```

Depending on the size of the database, and the number of packages in your system, this may take some time.

Step 5: Restart the upgraded daemons on your client systems. This must be done manually on each client machine.

```
/etc/init.d/rcd restart
```

7. Feedback and Bug Reports

Thank you for using ZLM 6.5. We appreciate your feedback and suggestions. We are particularly interested in hearing whether:

- The software works as described
- The features of the software meet your needs
- You find the software easy to use and understand
- You are able to recover from any problems you encounter
- The documentation is easy to find and understand

To report problems:

If you experience any problems with the install, or you have any other questions, use our online support center with the support login key provided to you by your sales representative:

http://support.ximian.com/ask

In your support request, please tell us:

- What you were trying to do, and what actually happened.
- Whether the problem happens repeatedly.
- Any error messages that were generated.
- Your operating system and version.
- For questions about the **rcmirror** utility, include the **rcmirror.conf** file being used.
- For client-side problems, we may ask you to provide portions of the **/var/log/rcd/rcd-messages** file, or the file produced by the following command:
    - `rug dump > system.xml; gzip -9 system.xml`

For additional troubleshooting tips, check the **Avoiding and Solving Problems** appendix in the **ZENworks Linux Management Administrator's Guide**.

We are more than happy to hear your comments and suggestions.

Appendix A: Notes on Oracle 9i support

If you have decided to use Red Hat Enterprise Linux release 3 with an Oracle database to run ZLM Server, this appendix should help you get the Oracle database and/or client libraries installed.

Please refer to the ZLM Server Administrator's Guide for configuration of your ZLM Server once your Oracle install is complete and working correctly.

A.0 Tuning

Confirm that the database has statistics enabled as this improves performance substantially. If not enable statistics in the ZLM Server Oracle database as follows, from within SQL*Plus.

```
exec dbms_stats.gather_schema_stats
('<user>',NULL,FALSE,NULL,4,'ALL',TRUE,NULL,NULL);
```

A.1 Required Packages

Certain packages are required for an Oracle installation to finish successfully:

- compat-db
- compat-gcc
- compat-gcc-c++
- compat-libstdc++
- compat-libstdc++-devel
- openmotif21
- setarch
- tcl

These can be installed with rug from the distribution channel, or by installing each package manually with **rpm**.

A.2 Relinking gcc

Oracle requires an older version of gcc (2.9.6) in order to link. See Oracle note 252217.1 for more information. To make the installer use the older version, you need to relink gcc in the path to the older version.

To relink gcc:

- `su - root`
- `mv /usr/bin/gcc /usr/bin/gcc323`
- `ln -s /usr/bin/gcc296 /usr/bin/gcc`

- *mv /usr/bin/g++ /usr/bin/g++323*
- *ln -s /usr/bin/g++296 /usr/bin/g++*

A.3 Oracle Installer Patches

Running the installer successfully to install Oracle or Oracle's client libraries on Red Hat Enterprise Linux release 3 requires a patch from Oracle (**p3006854_9204_LINUX.zip**). Please see Oracle bug **3006854** for more information. You can download this patch from http://metalink.oracle.com (Note: Access to metalink requires a valid Oracle Support Identifier – your DBA will have more information on this).

To patch your system:

- *su - root*
- *unzip p3006854_9204_LINUX.zip*
- *cd 3006854*
- *sh rhel3_pre_install.sh*

A.4 Environment Variables

Once patched, you need to set some environment variables for your Oracle install user before running the Oracle installer from the Oracle CDs:

- *export LD_ASSUME_KERNEL=2.4.1*

In addition to the **LD_ASSUME_KERNEL** environment variable, you should set your Oracle environment variables at this time. Your DBA will have more information on these values.

Note: Environment settings will apply whenever you run Oracle's installer. This includes patching Oracle for updates (to 9.2.0.4, for example).

You should now be able to run the Oracle installer.